



**MARYLAND HEALTH CARE COMMISSION**

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**Questions and Responses  
for  
Solicitation No. MHCC 16-002  
HEDIS® AUDIT AND PERFORMANCE EVALUATION OF  
COMMERCIAL HEALTH BENEFIT PLANS**

**Q1:** Page iii indicates the MBE goal is 15% and on page 87 #1 it states the MBE goal is 10%. Please clarify.

**RESPONSE:** The MBE goal stated on page iii is correct at 15%. The MBE goal is incorrectly stated on page 87.

**Q2:** Page 34, #C: The staffing requirements are listed as one lead auditor and one assistant auditor. NCQA prohibits the use of “auditor” with the person who is normally the assistant since this person is traditionally not a certified auditor. Is it the intent of MHCC to require 2 certified auditors to be at every onsite or can one be a certified auditor as lead and the second be a qualified assistant?

**RESPONSE:** The staffing requirement for every onsite is for one certified auditor as lead and a second qualified assistant, therefore two certified auditors are not required

**Q3:** Page 37, #3.2.3.12: Is it the desire of MHCC to have a 5-star rating published for each of the 5 quality measurement instruments plus an overall 5-star rating for the plan and product reported?

**RESPONSE:** Yes.

**Q4:** Page 37, #3.2.3.14: The paragraph discusses comparison of carrier performance scores with NCQA national benchmarks. What level of comparison and display of benchmarks is desired? In the current published comprehensive report, comparisons are limited to a line indicating where the national mean and 90<sup>th</sup> percentile is located. Is the intent of MHCC to actually publish the NCQA national mean and 90<sup>th</sup> percentile numbers in their reports as well as the 5-star methodology? This impacts the overall licensing of these benchmarks by the contractor and, ultimately, the cost of this license

RESPONSE: A line indicating where the national mean and 90<sup>th</sup> percentile is located is what is intended for publication and public use, however, the actual NCQA national mean and 90<sup>th</sup> percentile numbers will be necessary for internal MHCC quality control purposes by MHCC staff and Commissioners in order to validate that the benchmark lines being publicly reported are appropriately placed.

Q5: Can MHCC reconfirm the VSBE Goal is only .5% (concerned this is a type and it should be listed as 5%)?

RESPONSE: Yes the VSBE Goal is only .5% and this number is not a typographical error.

Q6: Is it possible to obtain the attachments to the Solicitation in a MS Word format? We converted the pdf to MS Word but the spacing and check boxes are not correct. Having it in MS Word would facilitate completion of the forms?

RESPONSE: Yes.

Thank you.